



HQ Air Force Personnel

Center

*t e g r i t y - S e r v i c e - E x c e l l e n
c e*



Contact Center Brief



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U.S. AIR FORCE

THIS BRIEFING IS UNCLASSIFIED



Overview



- Background
- Today's CONOPS
- Future



Strategic Goals



■ Vision

Customer service experts available 24/7 with smart tools, organized like an MPF and co-located with AF-level OPRs and approval/disapproval authorities

■ Mission

Leverage technology to execute and integrate personnel operations to support commanders, their people, and personnel field activities

■ Key Objectives

- Serve as the portal for AFPC
- Provide faster/simpler personnel support
- Integrate the delivery of AFPC services
- Support deployed operations

**Transform from Info/Referral Hub
to AF-level MPF functionality**



Background

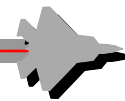


- Established by AF/DP in 1999 to grow with vMPF and provide AF-level MPF-like functionality
 - *Manned by overages as an upfront investment in anticipation of significant manpower savings AF wide from vMPF*
 - *Overages not a good idea*
- vMPF development stalled delaying potential manpower savings and vision of MPF-like functionality
 - *Significant manpower savings did not materialize—overages rotating back to the field*
- Evolved into an information/referral hub with some vMPF functionality and some internal AFPC support
 - *Transitioned to a joint military and contractor operation*



Today's CONOPS

(3 Levels of Service Delivery)



Simple actions or general information/questions answered on the spot

TIER 1
Promotion Line
#s, Address
Updates, Web
Site
Navigation
Assistance

More complex questions
web-based transactions
requiring
coordination/approval,
updates, or further
research

TIER 2
Duty History
Update,
AFI/MPFM
Clarification,
Humanitarian
Apps

Complex issues
requiring OPR
intervention

TIER 3
Exception to
Policy Requests,
Military Pay
Issues, RNLTD/
DEROS Change
Requests

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Transition to Contractor OPS

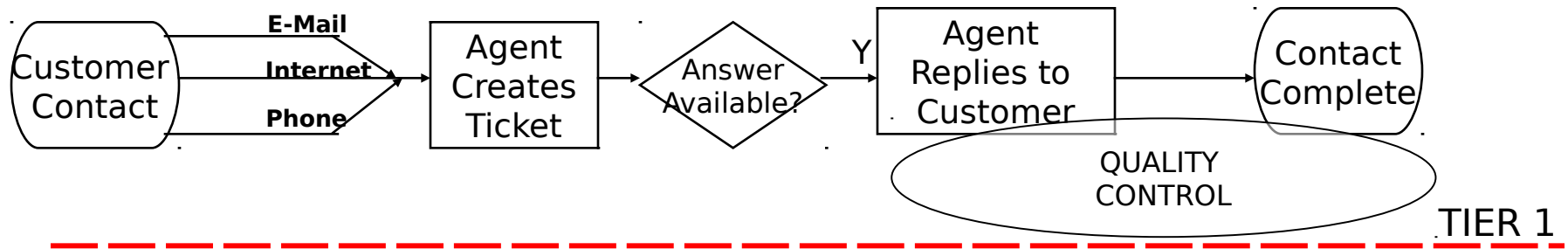


Expectations:

- **Transparent to customer**
- **Contract is for more than just manpower**
 - Innovation to improve customer service
 - Metrics to measure progress
 - Mix of experience and “new blood”
- **Mutually developed game plan for transformation**
- **Currently, 28 Contractors/10 Military**



CONTACT CENTER TICKET PROCESS

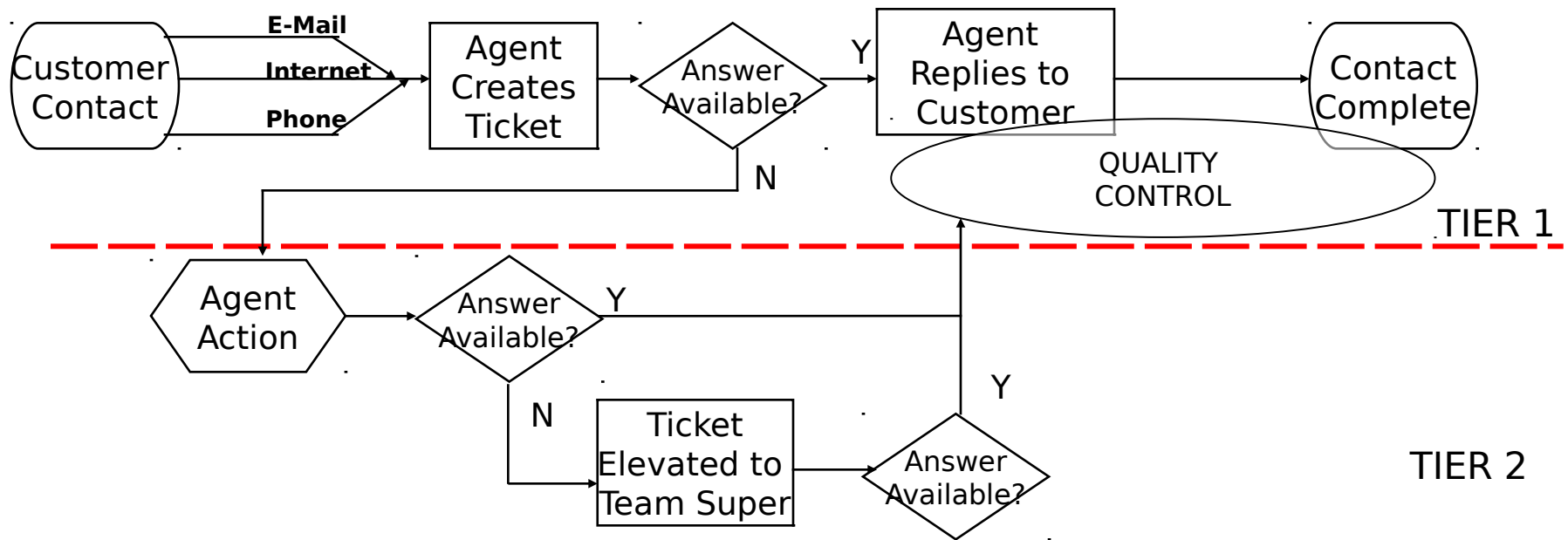


uses REMEDY to track each customer's requirement through completion and to record resolution for future reference by agents with similar actions

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CONTACT CENTER TICKET PROCESS

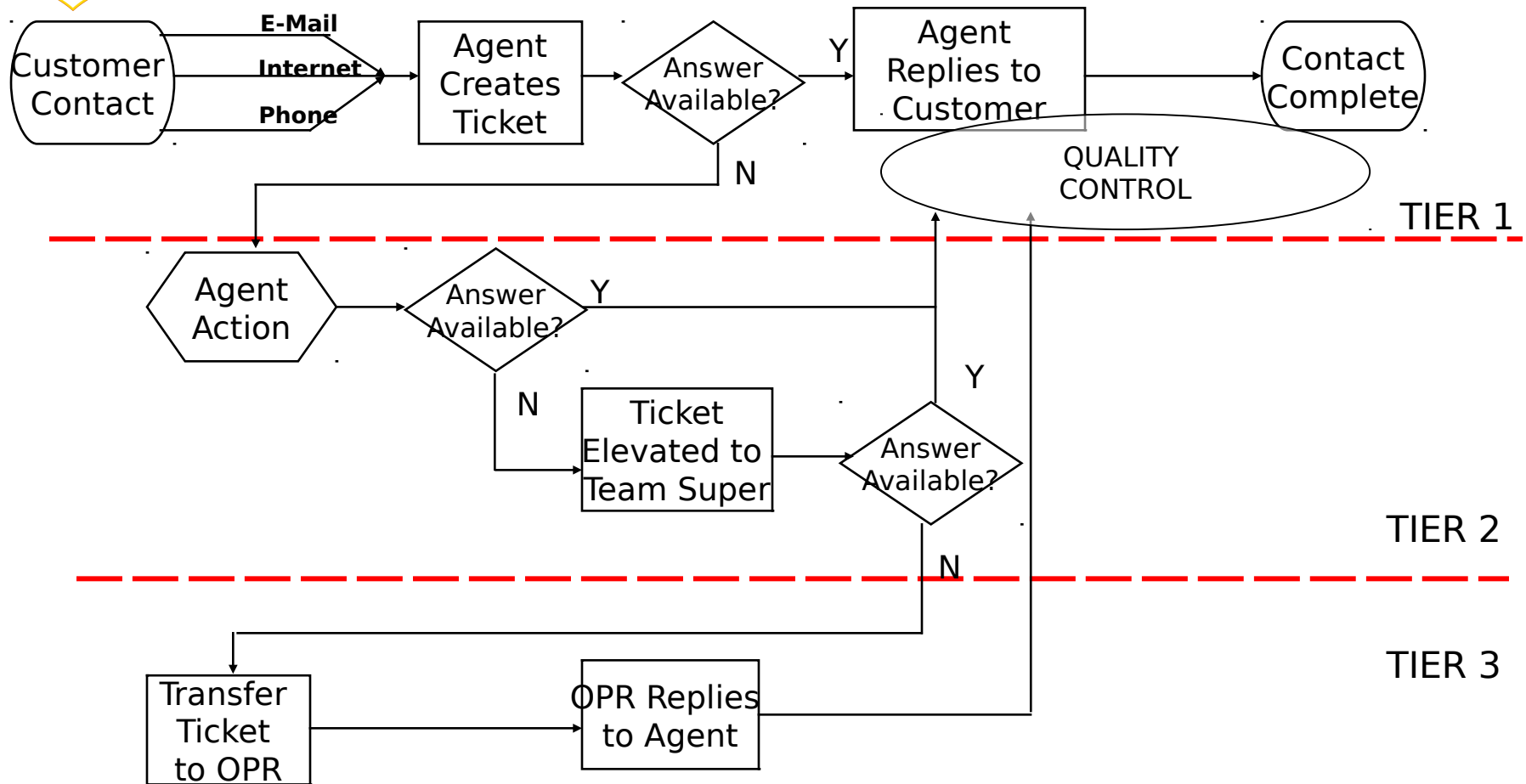


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CONTACT CENTER TICKET PROCESS



uses REMEDY to track each customer's requirement through completion and to record resolution for future reference by agents with similar actions



Tools for the Trade



- Remedy Database
- Air Force Instructions Website
- HQ AFPC Home Page
- Rapid Site Locator
- Assignment Mgt System
- National Personnel Record Center
- vMPF Database
- Cisco Voice Over IP
- OPRs/AFPC
- Misc Links
- Casualty Locator
- MPFM/KPL
- Civilian Staffing Specialist
- AFOQT
- MilPDS
- Remedy
- OPRs/Air Staff
- RightNow Web

Method of Contact



14000
13000
12000
11000
10000
9000
8000
7000
6000
5000
4000
3000
2000
1000
0

CSRB APPS
FAX
✓MPF APPS
WALK-IN
RNW
VOICE
PHONE
EMAIL

MAY JUN JUL AUG SEP OCT NOV DEC JAN FEB MAR APR

AS OF 30 APR 04

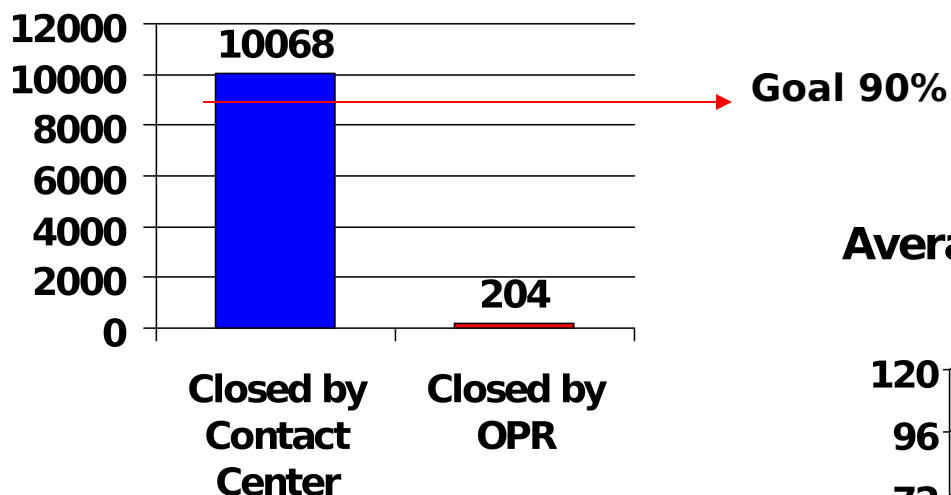


RESPONSIVENESS - APR

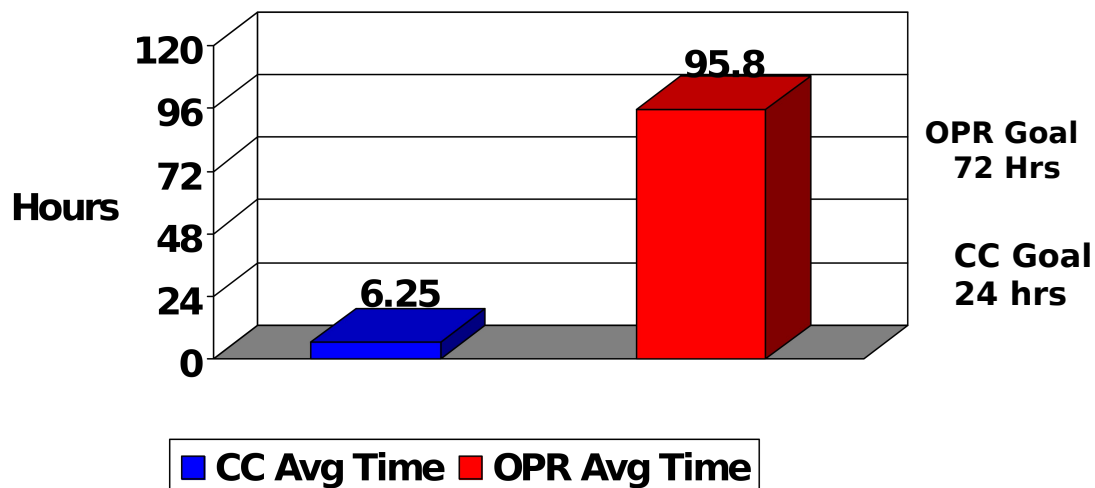
04



Avg Contacts closed out by Contact Center and OPRs



Average Contact Close-Out Time

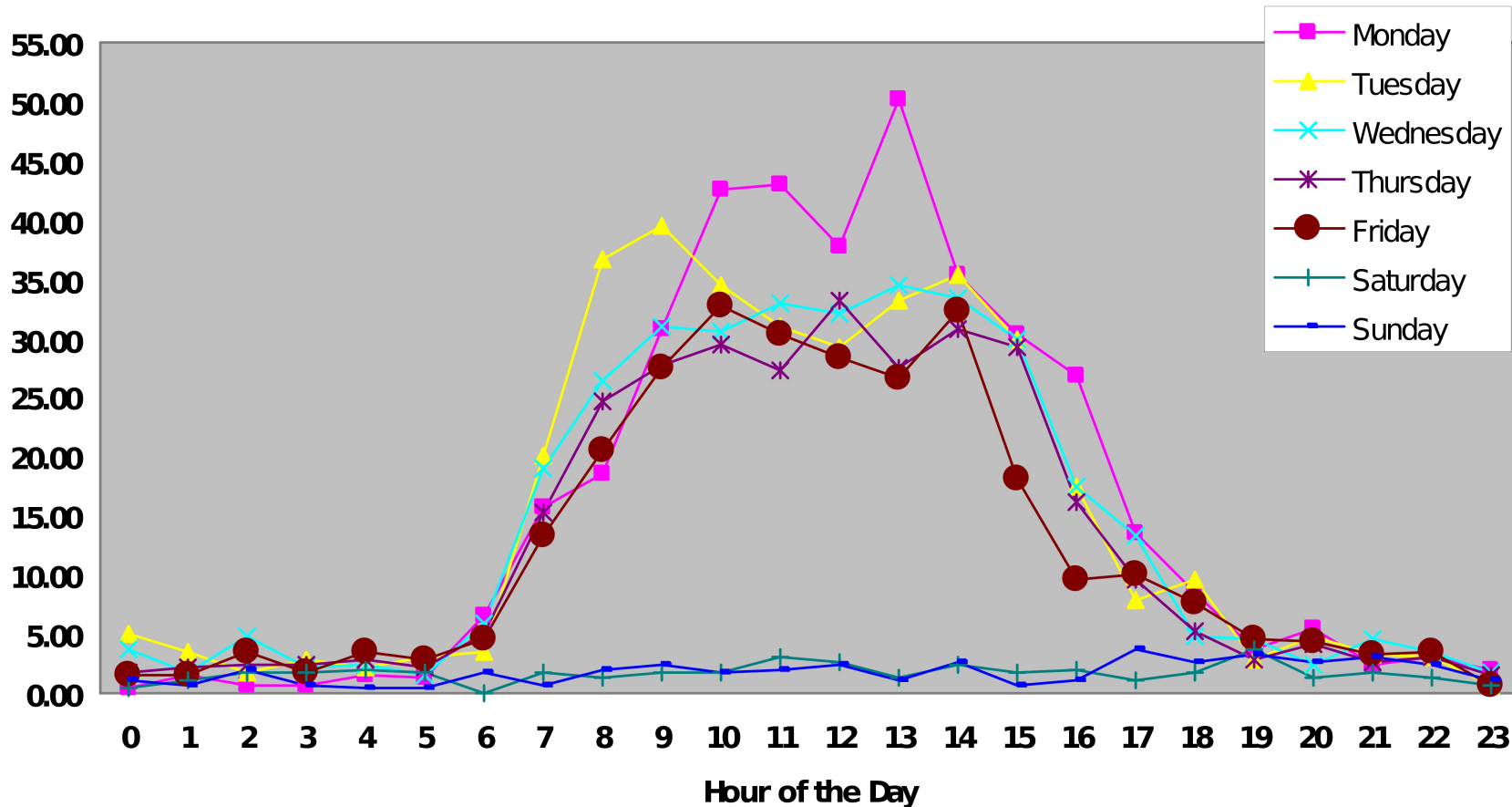




WORKLOAD BY HOUR/DAY OF THE WEEK APRIL



Average Contacts By Day & Hour

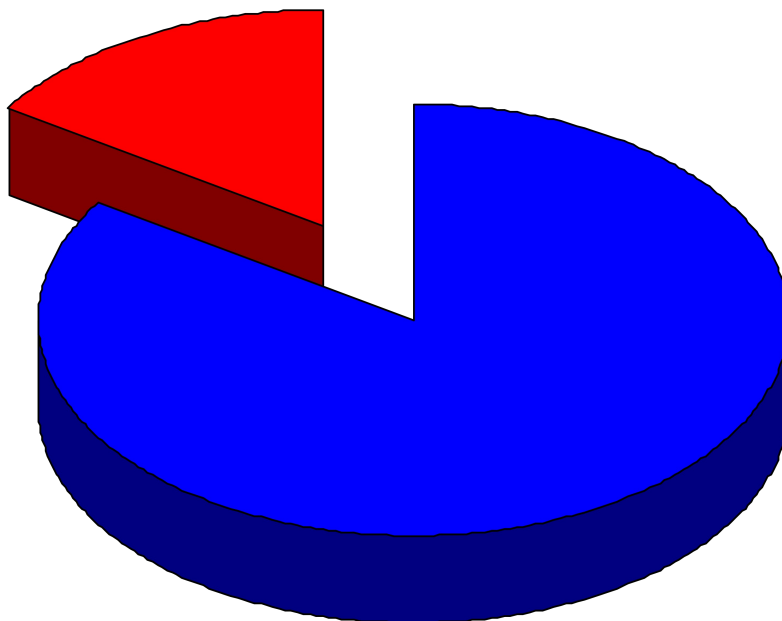




Total Contacts Day/Night (24/7 Is Value Added)



1690, 16%



9047, 84%

■ 0600-1800
■ 1800-0600

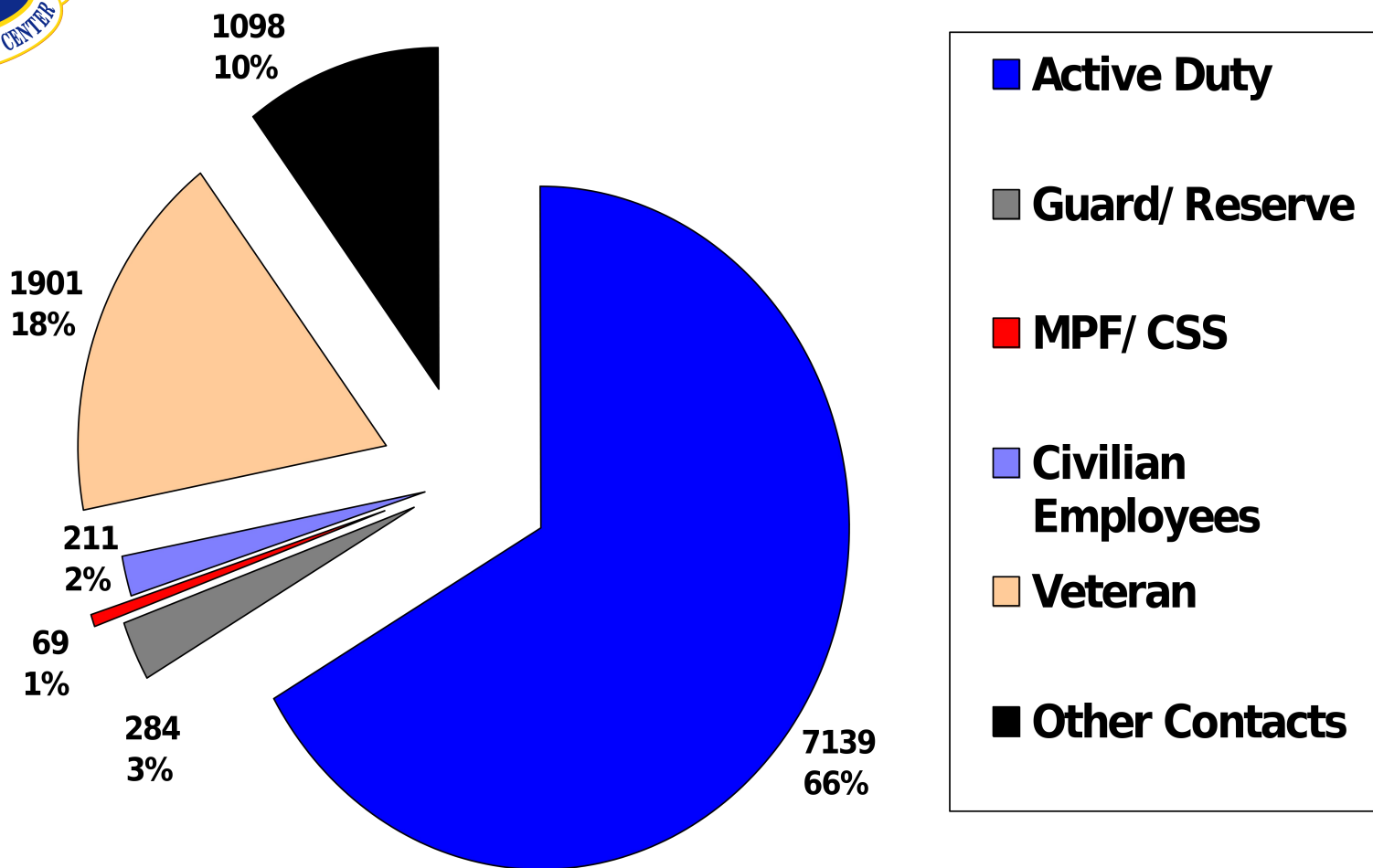
April 2004

Support Forward/Deployed Ops: PACAF/CENTCOM/USAFE/PERSCO

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OUR CUSTOMERS



APR 2004 (10737 Total Contacts)

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What We Are Doing Now



Direct front-line support

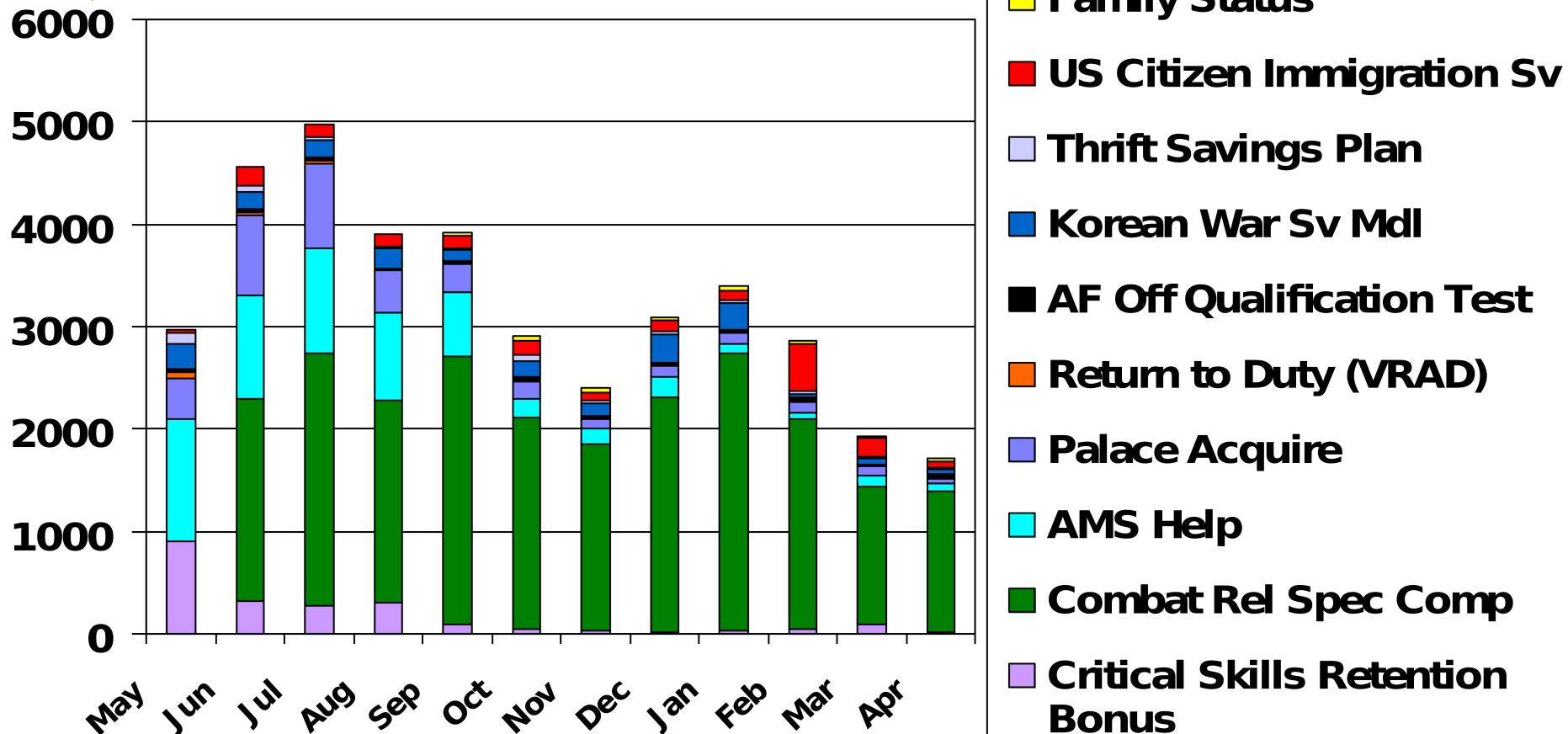
- Average per month
 - **11,700** Phone Calls, Chats, Emails
 - **1,300** Accession Pay Problems (in CMS)
 - **80** vMPF Humanitarian/EFMP Applications
 - **2100** vMPF Assignment Notifications
 - **800** vMPF RNLTD DEROS Change Request
 - **150** Request for PERSCO 'reach back' support
- Provide Guidance and Support to customers and MPFs

Integrated support

- **DPA** - ACP Customer Support
- **DPA/DPP** - Return to Duty Volunteers
- **DPP** - Air Force Officer Quality Test
- **DPP** - Combat Related Special Compensation
- **DPP** - Korean War Medal Request
- **DPK** - Palace Acquire Applications
- **DPS** - Thrift Saving Plan
- **DPS** - US Citizenship Immigration Service
- **DPW** - Family Member in search of status of possible casualty



VOLUME BY TYPE OF ACTION



Note: Cyclical nature of some services

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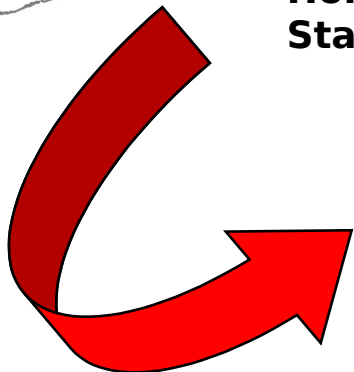


Phase I – Support to PERSCO Teams

(15 Jan 04)

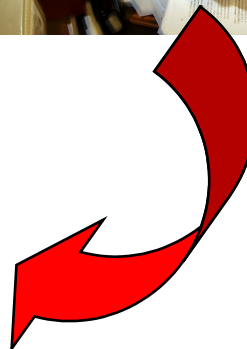


**Home
Station**



**AIR FORCE CONTACT
CENTER**

**FIELD ASSISTANCE
CENTER**



- Update Assignment Preferences
- Update SGLI Forms
- Correct Duty History
- Correct Evals/Decs Errors
- Update Personal info, ie address
- Deployed MPF
- MANPER-B Functionality

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Phase II - Support for vMPF Apps

(15 Mar 04)



- **Contact Center**
 - **Increased functionality**
 - **Realigning work/reducing burden on MPFs**
- **Applications mandatory through vMPF**
 - **RNLTD/DEROS Changes**
 - **Humanitarian/EFMP**
 - **Proof of Service Letter**
 - **Address/Phone/E-mail Changes**



Phase III – Increased Functionality

(Summer 04) Sneak Preview



- **Working with OPRs/MPFs on taking more work from MPFs**
- **In Coordination - feasibility study in progress:**
 - **Erroneous Decoration MilPDS Updates**
 - **AF Exp Medal Updates**
 - **GWOT/KDSM Medal Updates**
 - **Deployed Evals for Commanders (Workload)**
- **Additional Functionality (may require additional resources)**
 - **Officer/Enlisted Duty History Updates**
 - **Records Reviews Process**
 - **Enlisted Assignment Preference Updates**

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Already on the drawing board
or under consideration (vMPP)

POTENTIAL FUNCTIONALITY

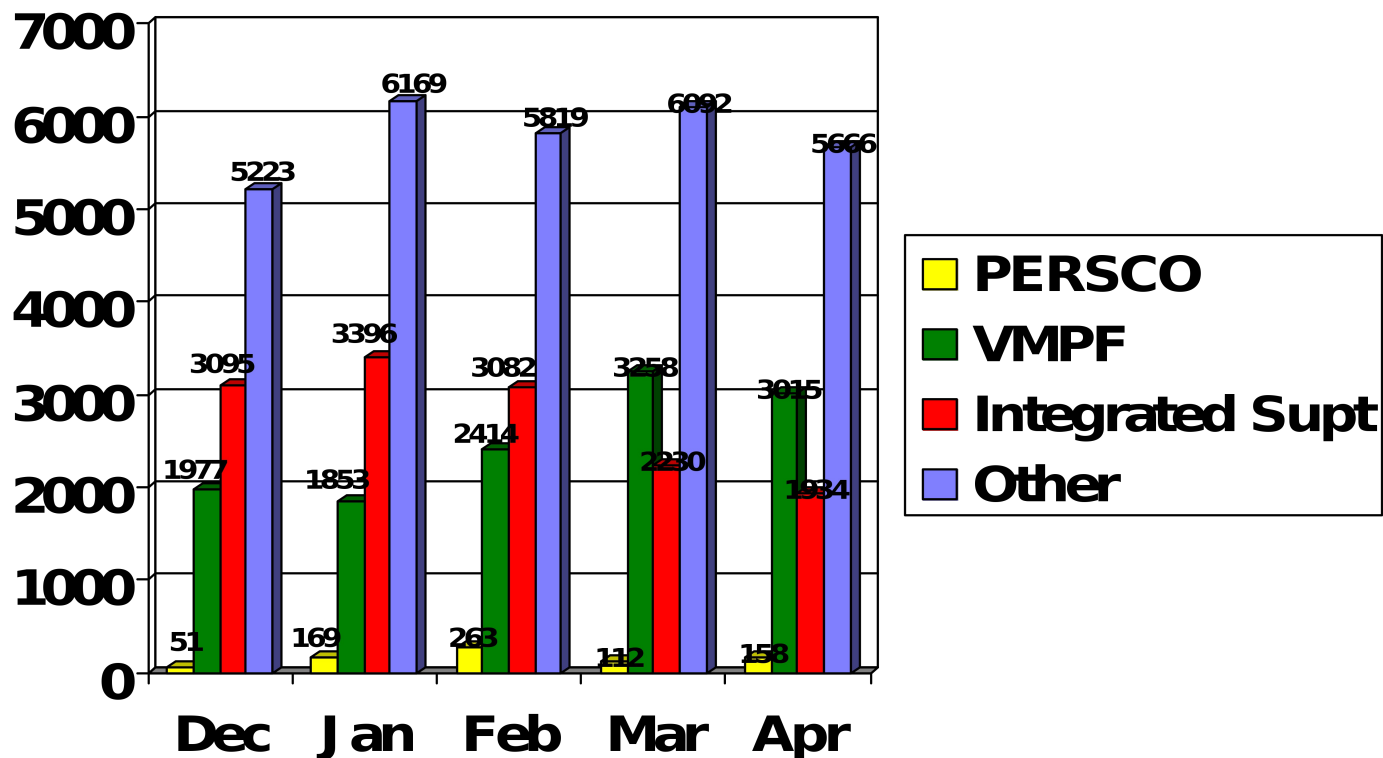


- Retirements
- Reenlistments
- Virtual In-processing
- AMS Functionality
- OPB Corrections
- Electronic Records
- Record Review Process

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Contact Center Functionality





Way Ahead



Future Considerations:

- MPF/CSS manning will continue to shrink
- Personnel workload is not decreasing
 - Contact Center will continue to pick up portions of workload from field-level activities

Transformation will require:

- OPRs to establish requirements for simpler processes
- Personnel to optimize self-help and web-based applications
- Centralized MPF functionality where technologically feasible
- Improved support to expeditionary forces...worldwide 24/7

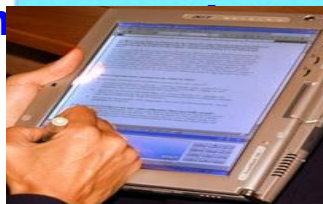
**Consistent with Air Staff Vision of
Customer Service Transformation**



E-Records – Business Model



Records Management



- ARMS
- CMS

Individual Access



Virtual Military Personnel Flight (VMPF)

Assignments

Grade	Assignment	YOS
Li Col	1000	20
Maj	1000	15
Capt	1000	10
Li	1000	5

Force Development (ED)

E-RECORDS

Record Images

DOD /DPRIS



- VA
- DOL
- SSA, and others

Promotions



- MAJCOM
- Automated Support
- Automated Board Support (ABS)



Requirements Timeline



ARMS-LC
Complete
Aug '04

Oct 04 - Oct
05

Audit/
Validatio
n
of Data

May 04 - Nov
04

Business
Model

Analysis &
Direction

Nov 04 and
beyond

Records Captured

- Retired (Nov 04)
- SNCO (2006)

UPRG (TBD) Recording/Expand Records Mgmt

- ARMS
- CMS

DOD Access

- DPRIS

Promotion Support

- ABS
- VMLR

Individual Access

- VMPF

Assignments

- Force Development



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QUESTIONS?

***America's Air Force, No One Comes
Close***